

Overview PEPsend

What is PEPsend

PepsiCo's global enterprise solution for securely transferring large file packages (single or multiple files or folders >= 5MB).

When to use PEPsend

Use PEPsend to transfer large file packages between PepsiCo associates and external business partners.

How do I get PEPsend?

PepsiCo (company employees and contractors)

- **To send and receive file packages**, anyone with an @pepsico.com email address has access. Password is your GPID password.

Non-PepsiCo (vendors, suppliers, customers)

- **To send file packages**, you must be invited to use PEPsend by a PepsiCo account holder for each file package that is needed.
- **To receive files**, you can receive file packages from a PepsiCo user at any time but will be asked to register your email address the first time.

Plug in Installation

First time users will be prompted to install Aspera Connect before using PEPsend. Steps can be located on the separate Plug In installation reference guide.

Plug in Preferences - Download location

The plug in will set a default download location (you will not be prompted to choose a location for each file package you download). To check/change (detailed steps also found on the Plug In installation reference guide):

1. Go to Start, All Programs and click **Aspera Connect**.
2. Click on the **Aspera Connect icon** in the taskbar at the bottom of your desktop.
3. Click the **Preferences Icon** in the lower left of the Aspera Transfers window.
4. Click the **Transfers** tab.
5. Under **Downloads**, choose a new download directory or choose to be prompted for a download location for each file package you receive.

Sending File Packages – PepsiCo Users

1. Choose **New Package** from the PEPsend menu.
2. At a minimum, complete the required fields (To, Subject, and Content).

Option	Description
To	<p>Enter the package recipients on the To line. A recipient can be the email address of an external user, email address of a PepsiCo associate, or a name of a distribution list</p> <ul style="list-style-type: none"> - For PepsiCo users, start typing first, last and choose the name from the drop down list. - For Non-PepsiCo users, enter the email address. Choose from drop down list if it exists (this means the user has already registered). <p>To view your contact list, click the + button. In addition to PepsiCo email addresses, the contact list will show your distribution lists and non-PepsiCo users you have previously sent file packages to. To remove a contact from your list, go to Accounts > Edit Contacts (for additional information, see the topic "Account Preferences" in this document).</p>
BCC	<p>You can send a package notification as a BCC to other users by entering email addresses in this field. To add users to the BCC, click Show BCC</p>
CC (upload & download)	<p>You can send a package notification to other users by entering email addresses to the CC</p>

Option	Description
	field. To add users to the CC, click Show CC . You cannot enter distribution lists as CC.
Subject	The package subject (required). This will show in email notifications to the recipients.
Note	Optional comments about the package.
Encryption (Use encryption-at rest)	Check the box if you have sensitive files and would like to encrypt the package's contents on the server. Note that the recipient(s) will be required to decrypt the package with a passphrase which you will need to send in a separate email.
Contents	Click Browse and select files or folders to send. You can also drag-and-drop files onto the graphic.

3. Click **Send Package**.
4. When the Confirm window appears, click **Allow**. *Check the box to "Use my choice for all connections" with this host" and avoid this step!*

Note: If you are transferring Restricted Documents via PEPsend, you **MUST** encrypt the package by clicking the Check Box next to 'Encryption at Rest'. Refer to the PepsiCo Information Security Guidelines (link below) for Data Classification Categories:

<https://www.mypepsico.com/ep/common/security/global/pepsicosecuritycom/Policies/Data%20Classification%20Categories%20v2.pdf>

- When you make the choice to encrypt a package, you must enter a passphrase and confirm.
Do not use your PEPsend password as the passphrase!
- When you make the choice to encrypt a package, send a separate email to your recipients with the passphrase.

Your file package is stored on the server for 14 days or until deleted manually. You can find your sent packages in **Sent** from the PEPsend menu.

Sending File Packages - Non-PepsiCo Users

Non-PepsiCo users must be invited to send packages each time they need to send a file package, and by each PepsiCo user that needs to receive a file package.

1. Click the link in the submission email to **Send** file package.

Forward File Packages

1. From the **Received** list click the **subject** of the package you want to forward.
2. Select the **Forward** link.
3. Enter the email for the **Recipient (To:, Bcc & Cc)**
4. Add a **Note** (optional)
5. Select **Forward Package**.

Archiving Sent File Packages

Archiving moves the package file out of your **Received** package list. This feature does not allow you to save documents on the server longer than 14 days. All documents are deleted from the PEPsend server after 14 days.

1. Go to the Sent page
2. Click the **Archive** button in a row to move the package into the archive. To locate archived packages, click **View Full History**.

Receiving File Packages from Non-PepsiCo Users/Inviting Non-PepsiCo Users

Non-PepsiCo users must be invited to send packages each time they need to send a file package, and by each PepsiCo user that needs to receive a file package.

1. To send an invitation, go to the PEPsend **Received** menu.
2. Select **Invitations** at the top of the page.
3. If the user is in your list, click **Resend**.
4. If the user is not in your list, click **New**, then enter the non-PepsiCo email address and click **Save**.
5. The user will receive an email from PEPsend, along with a submission link to use to send the file package. *The submission link will expire after one successful file package upload.*

You can view all your invitations by going back to **Received > Invitations**.

You can delete an invitation (which removes the sender from this list and prevents them from using the submission link).

You may use the Invitations list to see the URL (submission link) that has been sent to the user. URLs are only active for one file package.

Receiving File Packages from PepsiCo Users

Non-PepsiCo users will be asked to register their email address the first time they receive a file

1. Click **Received** within the PEPsend menu.
In the received packages list, you can click the header bar links to sort your file packages.
2. Click the **download shortcut**  to the left of the package name (skip to step 4),
OR click the **subject of the package** to see the details page (continue to step 3)
NOTE: If you download from the arrow icon or download entire package, the files will be placed into a folder named PKG – Subject. If you download a file by itself, it will be saved directly to the download location.
3. On the details page, **check the box** next to the file(s) in the package you want to download and click **download**.

Option	Description
Download icon	Click the  icon to download the complete package.
Forward this package	Click this link to forward this package.
Package Details	The package's information and download activity.
Package Note	The package's note, if any.
Browse and download content	Navigate into folders in this package, or select folders and files to download.

4. When the Confirm window appears, click **Allow**. *Check the box to "Use my choice for all connections" with this host" and avoid this step!*
5. *Optional* Choose download location (see Plug In Preferences – page 1) *Do not choose to save directly to the C: drive, as some users do not have access to save here.*
6. *Optional* Enter and confirm passphrase (only if the file was sent to you as an encrypted file).
Your sender will send this to you in a separate email.
If you do not yet know the passphrase, you can check the box to "Keep files encrypted" to download and unlock later (see Decrypt Files section for details).
7. When the download is complete, in the transfer window click the **magnifying glass** icon to open containing folder.

Resume Download

1. If a transfer is interrupted (i.e. user shuts down PC or the server is restarted), the user may resume the download by clicking the **Restart** button in the connector.
 - a. This feature is NOT available if the user's firewall rules don't allow FASP transfers.
 - i. To verify you are doing an FASP transfer, "HTTPS" does not appear before the transfer status in the connector.

Decrypt Files

This is only necessary if you choose to keep files encrypted during download and unlock later.

1. Go to the file location and open the file. *The encrypted file will have a file type of "Aspera Security Envelope"*
OR Click on the Aspera Connect icon in the taskbar at the bottom of your desktop. In your Transfer window, click **Unlock Encrypted Files** under this package.
2. In the Aspera Crypt window, type the passphrase next to the key icon
3. Click Decrypt
4. Close the Aspera Crypt window
5. You will now see both the encrypted and unlocked file in your folder.

Archiving Received Packages

All packages are deleted at 14 days. Archiving removes them from your received list during that timeframe.

1. Go to the Received page
2. Click the **Archive** link within the corresponding package row (under the **Actions** column. To locate archived packages, click **View Full History** link.

Passwords

- Your ID will lock out after too many failed attempts – you will not receive a warning or notification of lock out. If you are unable to log in and do not receive a password reset email when requested, email pepsend@pepsico.com to have your account unlocked.

Interruption of File Transfer

- If a transfer is interrupted (i.e. user shuts down PC and/or server is restarted), if the user was transferring the file via the FASP protocol, they can resume where they left off by clicking the restart button in the connector.
- This feature is NOT available if the user's firewall rules don't allow **FASP** transfers.

- You know the user is doing a **FASP** transfer if the word "HTTPS" does not appear before the transfer status in the connector.

Special Character Usage

- When sending files, avoid using the following characters in the file name:

/ \ " : ' ? > < & * |

Account Preferences

If desired, select the **Account** link to update your PEPsend account settings. Be sure to click the **Update Preferences** button after editing your preferences.

Default Notification Settings

To set the following default email notification settings click **Preferences:**

Option	Description
Email	Email address cannot be changed.
Upload Notifications	If you would like to be notified via email you're your file packages are uploaded successfully, enable this checkbox and enter your email address. You can notify additional users from your contacts list by clicking the + button. This setting impacts all file packages and can alternatively be set when sending an individual file package.
Download Notifications	If you do not want to be notified via email after the recipient(s) download your packages, disable this checkbox. You can notify additional users from your contacts list by clicking the + button. This setting impacts all file packages and can alternatively be set when sending an individual file package.
Email me when I receive a package	If you do not want to be notified via email when you have received a package, uncheck this box.

Option	Description
Email me when I download a package	If you want to be notified via email when you have downloaded a package, check this box.
Miscellaneous	For sent/received lists, set how many rows will be displayed per page.

Change Password

Non PepsiCo users can change their password by clicking on this link. PepsiCo users must change their password through idM.

Remove Contacts

When you send a file package to a new email address, PEPsend automatically saves the recipient to your contact list. To remove external email addresses from your contact list, select **Edit Contacts**, then click the **Remove** link next to the email address you want to remove.

Create/Modify/Delete Distribution Lists

When you select **Edit Distribution Lists**, you see any existing distribution lists and the option to edit, delete. To add:

1. Click **Add New Distribution List**
2. Enter the name and contacts (separated by a comma)

Watch Outs!

- Do not choose a name for your distribution list that is the same as a member user.
- A file package cannot be sent if any recipient in the distribution list is an invalid user. If a user is external and sending to external users is disabled, the external user would be considered invalid, regardless of whether the email address is active.
- You cannot CC a distribution list. Distribution lists can only be used for regular or private recipients.